



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

Charter Fiberlink-Illinois, LLC
for quarter ending March 31, 2009

Out of Service More Than 24 Hours	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$209.34	\$96.56	\$87.73	\$393.63
B. Number of credits issued for repairs - 24 - 48 hours	25	31	16	72
C. Number of credits issued for repairs - 48 - 72 hours	5	4	2	11
D. Number of credits issued for repairs - 72 - 96 hours	1	0	1	2
E. Number of credits issued for repairs - 96 - 120 hours	0	0	1	1
F. Number of credits issued for repairs > 120 hours	1	0	0	1
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$869.00	\$1,049.00	\$250.00	\$2,168.00
B. Number of installations after 5 business days	17	20	2	39
C. Number of installations after 10 business days	0	1	0	1
D. Number of installations after 11 business days	2	1	1	4
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$8,450.00	\$8,800.00	\$7,170.00	\$24,420.00
B. Number of customers receiving credits	171	180	147	498
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Comments